

Convenience Group Inc.

Accessibility Policy

Convenience Group Inc. is committed to ensuring equal access and participation for people with disabilities. We are committed to treating people with disabilities in a way that allows them to maintain their dignity and independence. We believe in integration, and we are committed to meeting the needs of people with disabilities in a timely manner. We will do so by removing and preventing barriers to accessibility and meeting our accessibility requirements under the *Accessibility for Ontarians with Disabilities Act* and Ontario's accessibility laws.

Training

We are committed to training all staff and volunteers in accessible customer service, other Ontario's accessibility standards and aspects of the Ontario Human Rights Code that relate to persons with disabilities.

In addition, we will train:

- a) all persons who participate in developing the organization's policies; and
- b) all other persons who provide goods, services or facilities on behalf of the organization

Training of our employees on accessibility relates to their specific roles.

Training includes:

- completion of Working Together: The Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act training module
- completion of Customer Service Standard – Integrated Accessibility Standards Regulation training module

We train every person as soon as practicable after being hired and provide training in respect of any changes to the policies.

Assistive Devices

People with disabilities may use their personal assistive devices when accessing our goods, services or facilities.

In cases where the assistive device presents a significant and unavoidable health or safety concern or may not be permitted for other reasons, other measures will be used to ensure the person with a disability can access our goods, services or facilities.

Communication

We communicate with people with disabilities in ways that consider their disability and will work with the person with disabilities to determine what method of communication works for them.

Notice of Temporary Disruption

In the event of a planned or unexpected disruption to services or facilities for customers with disabilities, Convenience Group Inc. will notify customers promptly and provide information about the reason for the disruption and its anticipated length of time.

Notice will be given by posting the information in a prominent place on premises owned or operated by the provider, posted on the website or social media, included on telephone recordings, or by other methods as is reasonable under the circumstances.

Feedback Process

Convenience Group Inc. welcomes feedback on how we provide accessible customer service.

Feedback may be provided via telephone, email or website to:

Convenience Group Inc.

Email: info@conveniencegroup.com

Telephone: 416-233-6900

Website: www.conveniencegroup.com/contact-us

All feedback will be brought to attention of the Vice-President, to be consulted upon to decide on the best course of action to address such feedback. Customers who provide formal feedback will receive acknowledgement of their feedback, along with any resulting actions based on concerns or complaints that were submitted, within three (3) business days.

Convenience Group Inc. will provide accessible formats or communication support, upon request.

Notice of Availability of Documents

This Policy will be made available upon request, provided to individuals in the appropriate format or with communication supports. We will provide the accessible format in a timely manner.

Employment

We notify employees, job applicants and the public that accommodations can be made during recruitment and hiring. We notify job applicants when they are individually selected to participate in an assessment or selection process that accommodations are available upon request.

We notify successful applicants of policies for accommodating employees with disabilities when making offers of employment.

We notify staff that supports are available for those with disabilities as soon as practicable after they begin their employment. We provide updated information to employees whenever there is a change to existing policies on the provision of job accommodation that considers an employee's accessibility needs due to a disability.

We will consult with employees when arranging for the provision of suitable accommodation in a manner that considers the accessibility needs due to disability. We will consult with the person making the request in determining the suitability of an accessible format or communication supports specifically for:

- a) information that is needed to perform the employee's job; and
- b) information that is generally available to employees in the workplace

Workplace Emergency Response

Upon acceptance of an employment offer, a copy of the Fire Safety Plan is provided to the employee. The employee will then be instructed to complete a self-assessment form, which will be reviewed with the HR department.

With the employee's consent, we will provide workplace emergency information to a designated person who is providing assistance to that employee during an emergency.

We will provide the information as soon as practicable after we become aware of the need for accommodation due to the employee's disability.

We will review the individualized workplace emergency response information:

- a) when the employee moves to a different location in the organization;
- b) when the employee's overall accommodations needs or plans are reviewed; and
- c) when the employer reviews its general emergency response policies.

Service Animals

We welcome people with disabilities and their service animals. Service animals are allowed on the parts of our premises that are open to the public and third parties. In event of service animals being excluded from our premises by law, we will ensure other

measures are available to enable the person with a disability to obtain, use or benefit from the goods, services or facilities we offer.

Support Persons

A person with a disability who is accompanied by a support person will be allowed to have that person accompany them on our premises. Convenience Group Inc. will not charge any fee or fare for any person's presence on our premises, including support persons.

In certain cases, Convenience Group Inc. might require a person with a disability to be accompanied by a support person for the health or safety reasons of:

- the person with a disability
- others on the premises

Before making a decision, Convenience Group Inc. will:

- consult with the person with a disability to understand their needs
- consider health or safety reasons based on available evidence
- determine if there is no other reasonable way to protect the health or safety of the person or others on the premises

Changes to Existing Policies

Any policies of this organization that do not respect and promote the principles of dignity, independence, integration and equal opportunity for people with disabilities will be modified or removed.